

Enterprise Shared Tenant RACI Matrix

R – Responsible; those assigned to do the work

A – Accountable; those who ensure completion of the work

C – Consulted; those SME's who provide input

I – Informed; those kept up to date

Product Category	Microsoft Recommended Roles*	Duties (Scope of Work)	WaTech Tenant Boundary	Customer Agency Boundary
Exchange Online	Exchange Administrator	Manage all aspects of the Exchange product	R, A	R, A
Skype Online	Skype Administrator	Manage all aspects of the Skype Online product	R, A	R, A
Intune	Intune Administrator	Manage all aspects of the Intune product	R, A	R, A
SharePoint	SharePoint Administrator	Manage all aspects of the SharePoint service	R, A	R, A
Teams	Teams Service Administrator	Manage the Teams service	R, A	R, A
Teams	Teams Communication Administrator	Manage calling and meetings features within the Teams service	C	R, A
Teams	Teams Communication Support Specialist	Troubleshoot communications issues within Teams using basic tools	C	R, A
Teams	Teams Communication Support Engineer	Troubleshoot communications issues within Teams using advanced tools	C	R, A
Records Management	Records Management	Manage and dispose of record content	C	R, A

Records Management	Data Investigator	Perform searches on mailboxes, SharePoint sites, and OneDrive accounts	C	R, A
Records Management	Reviewer	View the list of cases on the eDiscovery cases page in the Security and Compliance Center. This role cannot create, open, or manage an eDiscovery case. The primary purpose of this role group is to allow members to view and access case data in Advanced eDiscovery	C	R, A
eDiscovery	eDiscovery Manager	<ul style="list-style-type: none"> - Perform mailbox searches - Place holds on mailboxes, SharePoint sites, and OneDrive locations - Create and manage eDiscovery cases - Remove members to a case - Create and edit Content Searches associated with a case - Access case data in Advanced eDiscovery 	C	R, A
Security and Compliance	Compliance Administrator	Read and manage compliance configuration and reports in Azure AD and Office 365	C	R, A
Security and Compliance	Security Operator	Manage Security Alerts View reports	C	R, A
Security and Compliance	Reports Reader	Read sign-in and audit reports	C	R, A
Security and Compliance	Security Administrator	Manage configuration in AAD and O365. Read security reports.	C	R, A
Security and Compliance	Security Reader	Read security reports in AAD and O365	C	R, A
Azure	Desktop Analytics Administrator	Access and manage Desktop management tools and services	C	R, A
Azure	Message Center Privacy Reader	Read message center posts, data privacy messages, groups, domains, and subscriptions	C	R, A

Azure	Message Center Reader	Read messages and updates in O365 Message Center only	C	R, A
Dynamics 365	Dynamics 365 Administrator	Manage all aspects of the Dynamics 365 product	R, A	R, A
Power BI Pro	Power BI Administrator	Manage all aspects of the Power BI product	R, A	R, A
Support	Premier Support	Purchase appropriate level of Premier Support	R	R
T1 Support	End User Support	Manage and triage end user incidents Open ticket with WaTech if applicable		R, A
T2 Support	Tenant Escalation	Manage and troubleshoot customer tickets. Escalate with Microsoft if applicable	R, A	R, A, C
T3 Support	Microsoft Escalation	Manage tickets with Microsoft Assist Microsoft with incident diagnosis	R, A, C	R, A, C, I

*Multiple sources as of 7/2019.

Washington Shared Tenant Admin Portal:

<https://docs.microsoft.com/en-us/azure/active-directory/users-groups-roles/directory-assign-admin-roles>

<https://docs.microsoft.com/en-us/office365/admin/add-users/about-admin-roles?redireWaTechourcePath=%252fen-us%252farticle%252fda585eea-f576-4f55-a1e0-87090b6aaa9d&view=o365-worldwide>